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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/698,328	10/31/2003	Edward Alan Clark	LUC-434/Clark 11	9806
47382 7590 06/18/2007 CARMEN B. PATTI & ASSOCIATES, LLC ONE NORTH LASALLE STREET 44TH FLOOR CHICAGO, IL 60602			EXAMINER SHIN, KYUNG H	
			ART UNIT 2143	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/698,328	Applicant(s) CLARK, EDWARD ALAN	
	Examiner Kyung H. Shin	Art Unit 2143	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 02 April 2007.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-21 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-21 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 31 October 2003 is/are: a) ☐ accepted or b) ☒ objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Amendment

1. This action is responding to application amendment filed on **4-2-2007**. This action is **Non-Final** due to 35 USC § 101 issue of specification. Claims **1 - 21** are pending. Claim **1, 17, 20** are independent. Amended claims are **1, 7, 9 – 17, 19 and 20**. Claim **21** is new.

Claim Rejections - 35 USC § 101

2. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claim 20 is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. Claim 20 is not limited to tangible embodiments (e.g., a computer-readable medium stores computer executable instructions for performing steps.) In view of Applicant's disclosure in **specification** paragraphs 0058 in Pre-Grant Publication documentation US 2005/0094790, the medium is not limited to tangible embodiments, instead the specification is defined as including both tangible embodiments (e.g., computer system with a computer program that, when being loaded and executed) and intangible embodiments (e.g., embedded in a computer program product on **signal-bearing medium** and **carrier signal**). As such, the claim is not limited to statutory subject matter and is therefore non-statutory.

Examiner recommends to *revise the specification* (e.g., examples of computer readable media include recordable-type media, such as a floppy disk, a hard disk drive, a RAM, CD-ROMs, DVD-ROMS..., and remove **signal-bearing medium and carrier signal**) in order to explicitly provide evidence of *tangible* embodiments for the computer program product stored on a computer readable medium.

Drawings

3. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they do not include the following reference sign(s) mentioned in the description: 505 (Fig. 5), 605 (Fig. 6), 702 (Fig. 7). Corrected drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

Specification

4. The disclosure is objected to because of the following informalities: The abstract

Art Unit: 2143

contains less than 50 words. Appropriate correction is required.

Applicant is reminded of the proper language and format for an abstract of the disclosure.

The abstract should be in narrative form and generally limited to a single paragraph on a separate sheet within the range of 50 to 150 words. It is important that the abstract not exceed 150 words in length since the space provided for the abstract on the computer tape used by the printer is limited. The form and legal phraseology often used in patent claims, such as "means" and "said," should be avoided. The abstract should describe the disclosure sufficiently to assist readers in deciding whether there is a need for consulting the full patent text for details.

The language should be clear and concise and should not repeat information given in the title. It should avoid using phrases which can be implied, such as, "The disclosure concerns," "The disclosure defined by this invention," "The disclosure describes," etc. See MPEP § 608.01(b).

Applicant is reminded of the proper content of an abstract of the disclosure.

A patent abstract is a concise statement of the technical disclosure of the patent and should include that which is new in the art to which the invention pertains. If the patent is of a basic nature, the entire technical disclosure may be new in the art, and the abstract should be directed to the entire disclosure. If the patent is in the nature of an improvement in an old apparatus, process, product, or composition, the abstract should include the technical disclosure of the improvement. In certain patents, particularly those for compounds and compositions, wherein the process for making and/or the use thereof are not obvious, the abstract should set forth a process for making and/or use thereof. If the new technical disclosure involves modifications or alternatives, the abstract should mention by way of example the preferred modification or alternative.

The abstract should not refer to purported merits or speculative applications of the invention and should not compare the invention with the prior art.

Where applicable, the abstract should include the following:

- (1) if a machine or apparatus, its organization and operation;
- (2) if an article, its method of making;
- (3) if a chemical compound, its identity and use;
- (4) if a mixture, its ingredients;
- (5) if a process, the steps.

Extensive mechanical and design details of apparatus should not be given.

Response to Arguments

5. Applicant's arguments filed 4-2-2007 have been fully considered but they are not persuasive.

5.1 Applicant argues that the referenced prior art does not disclose, “ ... *wherein the one or more application server components establish the one or more data streams via employment of a) one or more data stream request messages and b) one or more identifiers which distinguish call associated with the one or more application server components. ...* “. (see Remarks Pages 9, 10)

The Savage prior art discloses the capability for a data stream initiated by the usage of a user request message. (see Savage paragraph [0017], lines 8-14: client requests (i.e. user inputs); paragraph [0049],) The client initiates the setup of a data stream by the usage of a request message. And, the Savage prior art discloses the attachment of an identifier for a data stream being processed by an application server. (see Savage paragraph [0091], lines 6-15: stream, identifier: paragraph [0050] as identifier within parameter)

5.2 The examiner has considered the applicant's remarks concerning a system consisting of application server(s) that transmit user inputs from one or more telephony devices through the usage data streams associated with the call. Applicant's arguments have thus been fully analyzed and considered but they are not persuasive.

After an additional analysis of the applicant's invention, remarks, and a search of the available prior art, it was determined that the current set of prior art consisting of Savage (20010009014) and Cloutier (20040015405) discloses the applicant's invention including disclosures in Remarks dated April 2, 2007.

Claim Rejections - 35 USC § 102

6. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless -

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

7. Claim 1 - 6, 8 - 14, 17 - 20 are rejected under 35 U.S.C. 102(e) as being anticipated by **Savage, III et al.** (US PG PUB No. 20020009014).

Regarding Claim 1, Savage discloses an apparatus, comprising:

- 1) one or more application server components that transmit one or more user inputs to one or more telephony devices on a call through employment of one or more data streams associated with the call. (see Savage paragraph [0017], lines 1-6; multiple servers, multiple clients (i.e. telephony devices); paragraph [0108], lines 5-9: telephony devices (i.e. electronic transmission of voice, RTP); paragraph [0017],

Art Unit: 2143

lines 8-14: client requests (i.e. user inputs); paragraph [0019], lines 8-15; paragraph [0089], lines 1-6; paragraph [0052], lines 1-7: data transmissions between multiple clients (i.e. telephony devices) utilizing servers, conference communications)

2) wherein the one or more application server components establish the one or more data streams via employment of

a) one or more data stream request messages (see Savage paragraph [0017],

lines 8-14: client requests (i.e. user inputs); paragraph [0049],) and

b) one or more identifiers which distinguish calls associated with one or more application server components (see Savage paragraph [0091], lines 6-15: stream, identifier: paragraph [0050] as identifier within parameter)

Regarding Claim 2, Savage discloses the apparatus of claim 1, wherein the one or more application server components (see Savage Figure 1; paragraph [0017], lines 1-6: server(s), facilitate communications between clients) cooperate with the one or more telephony devices to establish one or more web portals that are employable by the one or more telephony devices to initiate the one or more user inputs. (see Savage paragraph [0011], lines 4-9; paragraph [0005], lines 1-5: web portals interface, paragraph [0023], lines 1-6: user interface (i.e. at web portal) for client (i.e. user) inputs)

Regarding Claim 3, Savage discloses the apparatus of claim 2, wherein the one or more application server components (see Figure 1; paragraph [0017], lines 1-6: server(s), facilitate communications between clients) employ the one or more web

Art Unit: 2143

portals to receive the one or more user inputs from the one or more telephony devices. (see Savage paragraph [0011], lines 1-9; paragraph [0005], lines 1-5: web portals, real-time communications between clients; paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: user inputs transferred between clients (i.e. telephony devices))

Regarding Claim 4, Savage discloses the apparatus of claim 2, wherein the one or more application server components (see Figure 1; paragraph [0017], lines 1-6: server(s), facilitate communications between clients) associate the one or more web portals with the one or more data streams. (see Savage paragraph [0011], lines 1-9: web portal, real-time communications among multiple clients; paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: server(s) control communications (i.e. data streams) between clients)

Regarding Claim 5, Savage discloses the apparatus of claim 2, wherein the one or more application server components (see Figure 1; paragraph [0017], lines 1-6: server(s), facilitate communications between clients) provide one or more interfaces through employment of the one or more web portals for employment by the one or more telephony devices to initiate the one or more user inputs. (see Savage paragraph [0017], lines 8-14; paragraph [0022], lines 1-11: setup of data streams between two clients)

Regarding Claim 6, Savage discloses the apparatus of claim 2, wherein the one or

Art Unit: 2143

more application server components (see Figure 1; paragraph [0019], lines 1-4: server(s), facilitate communications between clients) employ an internet protocol to establish the one or more web portals. (see Savage paragraph [0108], lines 5-9; paragraph [0095], lines 1-7: RTP, UDP/IP (i.e. Internet protocols) utilized; paragraph [0040], lines 3-6: Internet communications between servers and clients)

Regarding Claim 8, Savage discloses the apparatus of claim 1, wherein the one or more application server components allow the one or more telephony devices to interact through employment of the one or more data streams. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: data streams (i.e. incoming and outgoing) utilized for communications between clients, controlled by servers)

Regarding Claim 9, Savage discloses the apparatus of claim 8,

- a) wherein the one or more application server components employ the one or more data streams to transfer data related to one or more interactions available to the one or more telephony devices; (see Savage paragraph [0019], lines 8-15; paragraph [0086], lines 1-6: server(s) control communications between multiple clients (i.e. telephony devices)) and
- b) wherein the one or more application server components provide the one or more interactions to the one or more telephony devices for employment by the one or more telephony devices to interact with one or more of the one or more telephony devices. (see Savage paragraph [0019], lines 8-15; paragraph [0086],

Art Unit: 2143

lines 1-6: server(s) control the communications (i.e. interactions) between multiple clients (i.e. telephony devices))

Regarding Claim 10, Savage discloses the apparatus of claim 9, wherein the one or more application server components associate the call with the one or more interactions available, and wherein the one or more application server components provide the one or more interactions available that allow the telephony devices to initiate the one or more user inputs from the one or more available interactions. (see Savage paragraph [0022], lines 1-11; paragraph [0020], lines 8-16: server (i.e. dispatch server) initiates communications for clients (i.e. telephony device))

Regarding Claim 11, Savage discloses the apparatus of claim 8,

- a) wherein the one or more application server components comprise a first application server component and a second application server component, and wherein the one or more telephony devices comprise a first telephony device and a second telephony device; (see Savage Figure 1; paragraph [0017], lines 1-6: multiple server (i.e. application server), multiple clients (i.e. telephony devices)): and
- b) wherein the first application server component provides one or more interactions available to the first telephony device that allow the first telephony device to initiate a user input from the one or more interactions available; (see Savage

Art Unit: 2143

paragraph [0017], lines 8-14; paragraph [0023], lines 1-6: user interface to initiate communications, conference) and

- c) wherein in response to the user input from the first telephony device to the first application server component, the first application server component transmits the user input to the second application server component through employment of the one or more data streams; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: data streams utilized for communications between clients (i.e. telephony devices)) and
- d) wherein the second application server component provides the user input to the second telephony device. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: server(s) control communications for clients (i.e. first, second telephony devices))

Regarding Claim 12, Savage discloses the apparatus of claim 11,

- a) wherein the user input comprises a first user input of the one or more user inputs, and wherein the second telephony device initiates a second user input to the first telephony device; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-8; paragraph [0052], lines 1-7: first, second clients (i.e. first, second telephony devices) in communications, conference capability, multiple clients (i.e. telephony devices) in communications) and
- b) wherein the first application server component and the second application server component cooperate to transmit the second user input to the first application

server component through employment of the one or more data streams; (see Savage paragraph [0048], lines 3-6: dispatch server, media server communicate for authentication, authentication server validates request and transmits request to dispatch server; paragraph [0052], lines 1-7: multiple clients (i.e. telephony devices) in communications)

- c) wherein the first application server component provides the second user input to the first telephony device. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: data stream, input/response for clients (i.e. telephony devices), multiple clients (i.e. telephony devices) in communications)

Regarding Claim 13, Savage discloses the apparatus of claim 2,

- a) wherein the one or more user inputs comprise one or more sales interactions (see Savage paragraph [0056], lines 8-14: sales function interaction), wherein the one or more telephony devices comprise a first telephony device and a second telephony device; (see Savage Figure 1; paragraph [0011], lines 1-4: multiple clients (i.e. first, second telephony devices))
- b) wherein the one or more application server components provide the one or more sales interactions (see Savage paragraph [0056], lines 8-14: sales function interaction) that allow the first telephony device to initiate one or more of the one or more sales interactions to the second telephony device; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: information exchanged between multiple clients (i.e. first, second)) and

- c) wherein the one or more application server components cooperate to transmit the one or more of the one or more sales interactions (see Savage paragraph [0056], lines 8-14: sales function interaction) from the first telephony device to the second telephony device through employment of the one or more data streams. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: data streams (i.e. incoming, outgoing) transmit information between clients (i.e. telephony devices))

Regarding Claim 14, Savage discloses the apparatus of claim 13,

- a) wherein the one or more sales interactions (see Savage paragraph [0056], lines 8-14: sales function interaction) comprise a request for authorization, and wherein the one or more application server components provide the one or more sales interactions that allow the first telephony device to initiate the request for authorization to the second telephony device; (see Savage paragraph [0048], lines 1-13; paragraph [0073], lines 1-9: authentication, validation request for client) and
- b) wherein in response to the request for authorization from the first telephony device to the first application server component, the first application server component transmits the request for authorization to the second application server component through employment of the one or more data streams; (see Savage paragraph [0048], lines 3-6: servers communicate for authentication,

authentication server validates request and transmits request to dispatch server)
and

- c) wherein the second application server component provides the request for authorization to the second telephony device that allows the second telephony device to initiate a response to the request for authorization. (see Savage paragraph [0048], lines 1-13; paragraph [0073], lines 1-9: authentication, validation request of clients (i.e. first, second telephony devices))

Regarding Claim 17, Savage discloses a method, comprising the step of:

- 1) transmitting one or more user inputs to one or more telephony devices on a call through employment of one or more data streams associated with the call. (see Savage paragraph [0017], lines 1-6: multiple clients (i.e. telephony devices); paragraph [0019], lines 8-15; paragraph [0089], lines 4-6: data stream (i.e. user inputs/responses) transmitted between clients)
- 2) wherein the one or more application server components establish the one or more data streams via employment of
 - a) one or more data stream request messages (see Savage paragraph [0017], lines 8-14: client requests (i.e. user inputs); paragraph [0049],) and
 - b) one or more identifiers which distinguish calls associated with one or more application server components (see Savage paragraph [0091], lines 6-15: stream, identifier: paragraph [0050] as identifier within parameter)

Art Unit: 2143

Regarding Claim 18, Savage discloses the method of claim 17, wherein the step of transmitting the one or more user inputs the one or more telephony devices on the call through employment of the one or more data streams associated with the call comprises the steps of:

- a) establishing one or more web portals with the one or more telephony devices;
(see Savage paragraph [0011], lines 1-9: web portal, communications with multiple clients (i.e. telephony devices))
- b) initiating the one or more user inputs through employment of the one or more web portals; (see Savage paragraph [0011], lines 1-9: web portals, real-time communications between portal and clients (i.e. telephony devices); paragraph [0023], lines 1-6: user interface, user inputs) and
- c) transmitting the one or more user inputs through employment of the one or more data streams. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: data stream transmissions for client (i.e. user) inputs/responses)

Regarding Claim 19, Savage discloses the method of claim 18, wherein the one or more telephony devices comprise a first telephony device and a second telephony device, and wherein the step of transmitting the one or more user inputs through employment of the one or more data streams comprises the steps of:

- a) associating the one or more web portals with the call; (see Savage paragraph [0011], lines 1-9: web portal; paragraph [0040], lines 3-6: communications

Art Unit: 2143

network; paragraph [0051], lines 5-26: call setup/communications capabilities)
and

- b) associating the one or more web portals with the one or more data streams. (see Savage paragraph [0011], lines 1-9: portals communications; paragraph [0089], lines 4-6; paragraph [0019], lines 8-15: data stream (i.e. incoming, outgoing), communications between clients (i.e. telephony devices))

Regarding Claim 20, Savage discloses a computer-readable medium having computer executable instructions for performing steps, comprising:

- 1) means in the one or more media for transmitting one or more user inputs to one or more telephony devices on a call through employment of one or more data streams associated with the call. (see Savage paragraph [0131], lines 1-8: software, implementation means)
- 2) wherein the one or more application server components establish the one or more data streams via employment of
 - a) one or more data stream request messages (see Savage paragraph [0017], lines 8-14: client requests (i.e. user inputs); paragraph [0049],) and
 - b) one or more identifiers which distinguish calls associated with one or more application server components (see Savage paragraph [0091], lines 6-15: stream, identifier: paragraph [0050] as identifier within parameter)

Art Unit: 2143

Regarding Claim 21 (new), Savage discloses the apparatus of claim1, wherein the one or more identifiers comprise a network address, a port number, and an identification tag. (see Savage paragraph [0050])

Claim Rejections - 35 USC § 103

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which the subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. Claims 7, 15, 16 are rejected under 35 U.S.C. 103(a) as being unpatentable over **Savage** in view of **Cloutier et al.** (US PG PUB No. 20040015405).

Regarding Claim 7, Savage discloses the apparatus of claim 6,

further comprising wherein the internet protocol, wherein the one or more application server components employ communications to establish the one or more web portals. (see Savage paragraph [0040], lines 3-6: Internet communications; paragraph [0011], lines 4-9; paragraph [0005], lines 1-5: web portals interface)

Savage does not specifically disclose the usage of HTTP communications protocol.

However, Cloutier discloses:

a) wherein the internet protocol comprises a HyperText Transport Protocol (HTTP);
(see Cloutier paragraph [0016], lines 5-11: telephony services; paragraph [0058],

lines 5-12: web portal capabilities; paragraph [0055], lines 5-9:; HTTP protocol, HTML language); and

- b) wherein employ the HyperText Transport Protocol. (see Cloutier paragraph [0016], lines 5-11: telephony services; paragraph [0058], lines 5-12: web portal capabilities; paragraph [0055], lines 5-9:; HTTP protocol, HTML language)

It would have been obvious to one of ordinary skill in the art to modify Savage as taught by Cloutier to enable the capability to the HTTP protocol and HTML language. One of ordinary skill in the art would have been motivated to employ the teachings of Cloutier in order to enable a more efficient service provider selection process by providing a single interface to evaluate broadband service providers. (see Cloutier paragraph [0092], lines 10-16: “ ... *Current HFC open access systems do not allow for an end-user to select among multiple SPs via a single user interface. This invention improves the SP selection process, and thus contributes to more efficient service selection and activation by enabling the end-user to access a single interface, which can be used to evaluate and select a desired SP for broadband services. ...* ”)

Regarding Claim 15, Savage discloses the apparatus of claim 2,

- a) wherein the one or more user inputs comprise one or more support interactions, and wherein the one or more telephony devices comprise a first telephony device and a second telephony device; (see Savage paragraph [0017], lines 1-6: multiple clients (i.e. first, second telephony devices); paragraph [0019], lines 8-

15; paragraph [0089], lines 1-6: communications between clients (i.e. first, second telephony devices)) and

- b) wherein the one or more application server components provide the one or more support interactions that allow the first telephony device to initiate one or more of the one or more interactions to the second telephony device; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: communications between clients; paragraph [0052], lines 1-7: multiple client communications, conference) and
- c) wherein the one or more application server components cooperate to transmit the one or more of the one or more interactions to the second telephony device through employment of the one or more data streams. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: communications between clients; paragraph [0052], lines 1-7: multiple client communications, conference)

Savage does not specifically disclose one or more support interactions.

However, Cloutier discloses wherein one or more support interactions. (see Cloutier paragraph [0016], lines 5-11: telephony services; paragraph [0058], lines 5-12: web portal capabilities; paragraph [0026], lines 1-4; paragraph [0046], lines 10-23: support services interactions)

It would have been obvious to one of ordinary skill in the art to modify Savage as taught by Cloutier to enable the capability to utilize support interaction. One of ordinary skill in the art would have been motivated to employ the teachings of Cloutier in order to enable a more efficient service provider selection process by

providing a single interface to evaluate broadband service providers. (see Cloutier paragraph [0092], lines 10-16)

Regarding Claim 16, Savage discloses the apparatus of claim 15,

- a) wherein the one or more support interactions comprise a service, and wherein the one or more application server components provide the one or more interactions to allow a user of the first telephony device to initiate the service to the second telephony device; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: communications, interactions between first and second client (i.e. first, second telephony devices)) and
- b) wherein in response to the service from the first telephony device to the one or more application server components, the one or more application server components transmit the service to the second telephony device through employment of the one or more data streams; (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6: communications, interactions between first and second client (i.e. first, second telephony devices)) and
- c) wherein the one or more application server components provide the service to the second telephony device that allows the first telephony device to interact with the second telephony device. (see Savage paragraph [0019], lines 8-15; paragraph [0089], lines 1-6; paragraph [0052], lines 1-7: communications, interaction between first and second client (i.e. first, second telephony devices))

Savage does not specifically disclose diagnostic service interactions.

Art Unit: 2143

However, Cloutier discloses wherein diagnostic service. (see Cloutier paragraph [0016], lines 5-11: telephony services; paragraph [0058], lines 5-12: web portal capabilities; paragraph [0047], lines 4-10; paragraph [0062], lines 1-9: maintenance (i.e. diagnostic) service interactions)

It would have been obvious to one of ordinary skill in the art to modify Savage as taught by Cloutier to enable the capability to utilize diagnostic service interactions. One of ordinary skill in the art would have been motivated to employ the teachings of Cloutier in order to enable a more efficient service provider selection process by providing a single interface to evaluate broadband service providers. (see Cloutier paragraph [0092], lines 10-16)

Conclusion

10. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kyung H. Shin whose telephone number is (571) 272-3920. The examiner can normally be reached on 9:30 am - 6 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David A. Wiley can be reached on (571) 272-3923. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Art Unit: 2143

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K H S

Kyung H Shin
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KHS
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